

TLC Parent Handbook

Policies and Information for our Parents

Updated 3/15/2022



Trinity Learning Center 352-787-4510

Trinity Learning Center is licensed through the Florida League of Christian Schools. (FLOCS) Our Certificate Number is 4990. You can reach FLOCS at:

FLOCS

PO Box 24687

Lakeland, FL 33802

863-583-0528

Trinity Learning Center is a Christian Childcare Center operated as a ministry of: Trinity Assembly of God
200 Urick St., Fruitland Park, FL 34731, 352-787-0996, Pastor Charles Padgett.

Philosophy

At Trinity Learning Center (TLC), we believe that children are a precious gift from God. As a result, we seek to lay a foundation of faith and a love of learning. We teach by activities, and through example that Jesus is God, that He loves us, and that the Bible tells us about Jesus. No matter what a child accomplishes in their lives the most important is a relationship with Jesus. So, we seek to lay a basic foundation that others can build upon. We also want to instill a love of learning in the children. Children are naturally curious about everything! We seek to foster that curiosity into a love of learning through purposeful exploration and discovery. We accomplish this through a balance of teacher and child directed activities.

Discipline Policy

TLC uses a combination of positive redirection, natural consequences, and time-out. Natural Consequences are our preferred method. Our focus is on teaching not punishment. Time-Out is primarily used when a child has hurt another child. Time-out gives the child the opportunity to calm down and get out to the negative situation, as well as allowing us to help the child who was hurt first. Time-out is used in the 2-PreK classes. Time-out lasts 1 minute for each year of age. We welcome the child back into the class activities by going over positive ways to handle the situation that placed them in quite time. We also teach problem solving skills so that they may work things out amongst themselves with words. We do not spank or use other physical punishment. Our discipline is never severe, humiliating or frightening. In our birth through 1-year-old classes we use positive redirection as well as teaching them sign language/words appropriate to the situation.

If all else fails and the child chooses to continue with the wrong solution, we reserve the right to send the child home and possibly suspend the child. If a child is sent home a conference may be scheduled with the parent or guardian at the Director's request. If the Director feels that a child may be a risk to the other children, or to the staff, the Director reserves the right to dis-enroll any child at that time. A conference or being sent home is not a prerequisite to dis-enrolling. Violence is never tolerated.

Guidelines

Enrollment

Before your child begins care at our learning center, we will need the enrollment packet completed, a physical, and a shot record. A Religious Exempt forms for Shots will not be accepted. To be eligible to enroll, children must be receiving their immunizations. We use a computer-based check in system. Before the child's first day you will need to set up your access.

Smoke-Free Environment

For the health and safety of the children TLC is a smoke-free campus. No smoking or vaping is allowed on our campus. Please do not dispose of any cigarettes, matches, etc., anywhere on our campus. Families will receive 1 warning and then may be unenrolled.

Nutrition

TLC participates in the USDA food program. We provide a nutritious breakfast, lunch, and snack following USDA guidelines. We serve breakfast from 8-9:00 am. Lunch is served at 11:00am. Snack is served between 2:30 and 3:00pm. The USDA requires us to give all children milk to drink with breakfast and lunch. The USDA requires a doctor note stating if a child is lactose intolerant and requires almond milk. Without a doctor's note we can serve soy or lactaid. We would just need you to fill out our milk preferences form.

Children that turn 1-year-old must use a sippy cup instead of a bottle. PLEASE DO NOT SEND SIPPY CUPS INTO THE CENTER. If you do, you will be asked to take it home and not leave it at the center. This is to assure the children receive the correct amount of milk each day.

Please do not bring food into the Center. We understand that some children who arrive more than an hour before breakfast is served, may need a snack. They may bring a snack with them. The staff of TLC reserves the right to deny certain food items into the Center. Due to peanut allergies, no foods made with peanut products will be allowed. Also sugar based items will not be allowed. High sugar items like frosted pop tarts, cookies, flavored milk, and candy cause sugar spikes in the children. This causes a period of high activity, followed by a sugar crash in which the children feel tired and cranky. When the children are done eating, any remaining food will be thrown away. No food is allowed in their cubbies.

Illness

Children that exhibit the following symptoms will not be allowed to enter center or will be sent home. If you are called to pick up your child, you need to arrive within 1 hour of being called.

- A fever of 100 degrees or higher
- More than 1 abnormally loose stool in 24 hours
- Unusually dark urine and/or gray stool
- Exposed, open skin lesions
- Stiff neck
- Difficult or rapid breathing
- Yellowish skin or eyes
- Severe coughing causing a child to become red or blue in the face, or to make a whooping sound
- Vomiting
- Discharge from the eyes
- Any other unusual sign or symptom of illness
- Nits or lice will be sent home and will remain out of school for 24 hours.

The following will also be in effect:

- Chicken Pox will not be permitted unless they are all dry and crusted.

- Impetigo will not be permitted unless the child has been on medication for 24 hours.
- We have a NO NIT policy along with no lice. (The 3rd time a child is sent home for nits/lice, the child will be unenrolled.)
- Pin worms must be treated before the child may return to school.
- Strep throat must be treated with medication for 24 hours before the child can return to school.
- Hepatitis requires a physician's statement before they may return.

COVID

If a child develops COVID these are the steps to be taken for the child to return to care:

- At least 5 days have passed since symptoms first appeared and
- At least 48 hours have passed since last fever without the use of fever-reducing medications and
- Symptoms (e.g., cough, shortness of breath) have improved.

For cases of COVID-19 who were never symptomatic, they are allowed to return after at least 5 days have passed since the date of their positive lab test.

If a child has been exposed to COVID they will be allowed to return after their quarantine period. If anyone in the household has tested positive for COVID the child may not return to school until the household member has had a negative test result. If the child begins to display symptoms during this time, they should be tested and follow the guideline for a child who develops COVID.

Because COVID has so many repercussions for others in the Center, if a family is found to have not followed these guidelines, it would be grounds for immediate dismissal.

Medication

TLC will NOT administer over-the-counter medications. We will administer prescription medication. The medication needs to be in the original container with the child's name, the physician's name, and directions for administering the medication on the container. A medication form needs to be filled out by the parent or guardian before the medication can be given to the child. TLC reserves the right to refuse admittance of any sick child or re-admittance if we feel it would put others at risk.

Diaper Creams

If your child needs diaper cream, or other lotion applied at diaper changes, please label it with your child's name. A consent form will need to be completed before the item can be used.

Rest Time

After lunch times all children are required to rest from 12:00-2:00 pm. The children do not have to sleep, but they must lie quietly on their mat. This provides an opportunity for the children to relax and be ready for the afternoon.

Holidays we are closed

We are closed on the following holidays: New Year's Eve, New Year's Day, Good Friday, Easter Monday, Memorial Day, July 4th, Labor Day, Thanksgiving and the day after, Christmas Eve and Christmas Day. If the Holiday falls on a weekend, then we will close the Friday before or Monday after the holiday in observance. Also, the center participates in the annual FLOCS conference. This usually takes place in the fall and the center will close so that employees can attend. This conference provides an opportunity for our teachers to learn the latest research and tools available for early education. We will provide two weeks' notice of when we will be closed. These holidays are paid holidays.

Photos

At TLC, we take a lot of pictures of the children. We also like to send projects home that may require a photograph. We will also post pictures of children onto Procure Connect.

Child Abuse

In keeping with our philosophy of nonviolence, and in accordance with the laws of Florida, we take the issue of child abuse very seriously. We will comply with all federal, state, and local laws relating to child abuse and neglect. Our staff is trained in how to recognize child abuse and is required by state law to report any suspected abuse. Staff who report suspicions of child abuse or neglect where they work are immune from discharge, retaliation or other disciplinary action for that reason alone unless it is proven that the report is malicious. Additionally, we have information about domestic violence and help for domestic violence victims in our office should you need it.

Children's Items

We are not responsible for items brought into the center. Each child has a cubby where their belongings are kept. Please make sure, coats, diapers, wipes, and other belongings are labeled with child's name. Please do not leave food in your child's cubby. If your child drops off in the morning to another classroom, please make sure the items are labeled with your child's name. We will do our best to keep track of their items, but we are not responsible for lost items.

Please do not bring food into the Center. We understand that some children who arrive more than an hour before breakfast is served, may need a snack. They may bring a snack with them. The staff of TLC reserves the right to deny certain food items into the Center. Due to peanut allergies, no foods made with peanut products will be allowed. Also sugar based items will not be allowed. High sugar items like frosted pop tarts, cookies, flavored milk, and candy cause sugar spikes in the children. This causes a period of high activity, followed by a sugar crash in which the children feel tired and cranky. When the children are done eating, any remaining food will be thrown away. No food is allowed in their cubbies.

Drop Off/ Pick Up Times

We are open from 6:30am to 6:00pm. We ask that children are dropped off by 9:00am so that they may participate in all the activities planned. If you have not arrived by 9:00am you will need to drop off after 2:00. The only exception would be if you have a doctor's appointment. When you drop off your child you are required to check your child in using the check-in computer. We will set up your access to the check-in computer at enrollment. **If you arrive after 6:00pm you will be assessed a late fee of \$5.00 per minute that you are late. Late fees are payable at the time of pickup. Failure to pay a late fee on time is reason for dismissal.**

Cell Phone Policy

While the use of cell phones has become a valuable means of communication, they have also been used in ways that are detrimental and destructive. As a result, TLC has created the following policy regarding cell phone usage at the Center.

Cell phones are NEVER to be used while your child is in care for ANY reason. If a child needs to contact a parent for any reason, the child should tell their teacher and the director will be notified. A phone that is powered on and in view of a staff member can and will be confiscated and stored in the office until a parent can retrieve it.

Students should be aware that the following practices are unacceptable at TLC under all circumstances:

- Use of cell phone during class for any reason
- Taking pictures with any electronic device in the restroom
- Taking photos with any electronic device of anyone, including self, in any state of undress.
- Taking any picture with any electronic device of another person for the purpose of ridiculing the other person (falling asleep, chewing food with mouth open...it doesn't have to involve nudity)
- Use of cell phone or any device to harass another person
- Use of cell phone or any device to perpetrate a crime (threats, drug deals, etc....)

If it is alleged, believed or suspected that any of the above violations has occurred, TLC will follow these procedures:

- The phone will be confiscated and stored in the office until a parent can retrieve it.
- The phone will be subject to search of the contents by a school official
- The phone may be turned over to law enforcement
- Other appropriate discipline (suspension from class, expulsion)
- Law enforcement shall be informed where appropriate
- Parents shall be informed

Parent Communication

We use Procure Connect to communicate with our families about their child's day. An invitation will be sent to the email addresses on your child's enrollment form. Through this invitation you

will set up your login information for the site. Only those invited can access the site or receive emails.

Babysitting

Requesting staff members to baby-sit or to provide other services (i.e. house sitting, transportations, etc.) is prohibited. This is to protect you and the Center from any legal ramifications that could result from any accidents or misunderstandings. Also, children often view baby-sitting and other special attentions as favoritism, and this can cause problems in the classroom.

Emergency Plans

At TLC we believe in providing a safe and loving environment for the children. One of the ways we provide is by planning for emergencies that will probably never happen. As a school, we do monthly fire drills. Each class has 2 evacuation routes posted in their classroom. We evacuate the children onto the playground away from the building, in the field on the side of the building, and to the far side of the parking lot. We have the check-in system to help keep unnecessary people out of the center. In the event an unauthorized person comes into the center we have lockdown procedures in place. The children will stay in the classroom taking refuge in the bathroom or in a safe place away from the classroom door. In the event of a tornado, we will shelter in place on the inside wall of the classrooms. If an emergency happens where we need to evacuate the building, we will gather in the church sanctuary where we can set up a check-out system in the foyer of the church. In the event of these emergencies you will be contacted by phone, text, or email.

Tuition Policies

Rates are for the position and are not based on attendance. If your child is going to be absent, please give the office a courtesy call. If you participate in the Early Learning Coalition's School Readiness Program, you may only miss 3 days per month. If your child is absent, more than 3 days in one month you must bring in a doctor's note to excuse them. ELC will not pay for any days missed past 3 without a doctor's note. You will be responsible for paying for any days they do not reimburse. Tuition is charged on the Friday before the week care is provided. Payment is due no later than Monday at 6pm. If payment is not made by Tuesday at 6pm, care may be denied and a late fee of \$25 added to your account. The rates are based on the age of the child and are as follows:

- Infants (up to 1 year) is \$200.00 weekly.
- One and Two Year Olds are \$175.00 weekly.
- Three's not potty trained are \$175.00 weekly.
- Potty trained Three's, Four's \$155.00 weekly
- PreK class is \$135.00 weekly

A \$75.00 Registration Fee is required per family to enroll. A replenishing charge of \$55.00 per family will also be charged to everyone's account every October. The registration and

replenishing fee are to help pay for curriculum, art supplies, and sleeping mats for the children. All children are required to have sleeping mats that are NOT torn. If the mat is torn or damaged before the year is up in October, you will be required to pay \$10.00 to TLC to replace the mat.

Payments are made through Tuition Express. Once enrolled in Tuition Express, your tuition and fee payments will be paid automatically and on a schedule that we both agree upon. In the enrollment papers is the application for Tuition Express along with a FAQ with commonly asked questions. If your ACH payment is returned to us a \$25.00 charge will be automatically assessed to your account. If your automatic credit card payment is returned to us a \$15.00 charge will automatically be assessed to your account. You may also pay online by logging in at myprocare.com. You will use the same email that was used for Procure Connect.

While we would prefer that everyone sign up for Tuition Express, we understand that some people would prefer not to. That is fine if payment is made on time. Payment is due by 6:00pm on Monday. If payment is late twice, you will be required to enroll in Tuition Express for care to continue.

We are respectful of different family situations. We understand that parents have set up agreements between themselves about how their child's tuition will be paid. Due to the variety of how parents work that out, we have made the policy that the parent who enrolls the child is primarily responsible for paying the tuition. That parent will be set up as the primary payer on the account. Any needed follow up regarding tuition payment will be made with the primary payer. If the other parent fails to follow through on the arrangement that was worked out between the parents, the primary payer is responsible for making sure the tuition payment is made on time. Administration will not contact or follow up in any way with the other parent regarding payment.

Vacations

Each family receives one week of vacation AFTER one year of enrollment. We need two weeks' notice of the dates of the vacation before vacation time will be granted. Vacation time may only be used if parents have a zero balance, child is not in attendance, and in week increments. Vacation time does not carry from one year to the next.

Expulsion and Dismissal Policy

We believe in creating a working relationship with the families that we serve. If you have any questions or concerns, please feel free to bring them to the director. In return, we will bring the concerns we have to you. Below you will find an explanation of our expulsion policy.

We believe that at the heart of most discipline situations is a problem the children are trying to solve. They are just going about it in an unsuccessful way. So, our jobs as adults is to observe what is going on and teach successful steps for the children to take to solve the problem. As we

teach them the steps necessary, we will provide support by walking them through the solution several times and then holding them accountable for following through on what has been taught. Understanding that adults rarely follow through on something new the first time they are told, we realize that many repetitions are necessary for a toddler-preschool age child to apply a new skill.

We want to support children as they learn and grow. This happens by the teacher building a relationship with the children. Out of that relationship all learning and growth will happen. We strive to ensure all our children are set up for success regardless of their need or developmental level. Since that is our focus, and we understand that all children are unique, we know that there will not be a policy that can fit every situation that might arise. So, before we get to the policy here are the principles that guided its development.

- **Respect:** We understand that all people are created by God in His image. As a result, everyone should be treated with kindness and understanding, even when emotions may run high. This is a concept that children are learning, but that adults are expected to know and do.
- **Communication:** This is a foundational and required component in providing quality care for your child. Successful communication is necessary between staff and children, staff and parents, and parents and children.
- **Safety:** Children must feel secure in their environment for successful development to occur. As children are learning to interact with others, occasional aggressive behavior is to be expected, but not accepted as an appropriate solution to any problem.
- **Importance of Parents:** You are your child's first and primary teacher. No matter how much time your child may spend with us, nothing we do will ever change that. Nor would we want to change it. So, while we will do our best in every situation, without your support our efforts will rarely be successful.

Our responsibilities:

All our teachers:

- Will provide an environment that is safe and supportive for when, not if, mistakes are made.
- Will be involved and playing with the children so that the children will be supported as they are learning, and as they interact with the other children.
- Will communicate with the parents through incident reports or Procure Connect information about your child, including notifying you about any ongoing issues that need your support.
- Will focus more on helping children to learn successful solutions to the problems, rather than punishing mistakes.

We ask our parents:

- Let us know of any major events or issues that are happening at home. This is so we can provide added support, if necessary, before behavior issues arise instead of after.
- Be available for questions or concerns regarding your child, so that we can work as a team.
- Bring any concerns to teacher or director so that they can be addressed and resolved.
- Follow through on any agreed upon plan to help solve ongoing behavior issues.

We are committed to each child's social emotional development and are grateful for the opportunity you have given us to play a role in your child's development. So, we do not easily dismiss children from our program because of concerns with behavior. Behavior concerns tell us that children need more time, support, and practice to develop their social and emotional skills. When concerns arise, we will partner with parents to create a plan to support your child to a successful resolution of the behavior issue. On rare occasions, we may reach the limits of what we can do. When that happens, and the behavior continues, we are left with no other option but to require that alternate care be found.

Before that happens, we will take the following steps to provide positive behavior intervention, in the hopes of preventing a child being expelled.

- Staff will try to redirect child from negative behavior
- Staff will teach child appropriate skills to address challenging behaviors.
- Staff will reassess the environment, activities, and supervision.
- Staff will always use positive methods and language while disciplining children.
- Staff will celebrate appropriate behaviors.
- Staff will maintain strong connections with child at all times.
- Staff will consistently apply consequences for rules.
- Parents will be notified of disruptive behaviors that might lead to expulsion.
- Director and parent will have conference to discuss how to promote positive behavior.

While incredibly rare, there are situations that may arise that immediate expulsion will be necessary. If the child poses a danger to the children or staff, this may be an option. The Administration of Trinity Learning Center does reserve the right to act in this matter in the best interest of the Center, which includes the children, parents, and staff.

Summary of Parent Responsibilities

- Completing all forms for enrollment and registration and paying all fees.
- Keeping emergency telephone numbers and other information current.
- Being reachable when Administrative Staff call you regarding your child.
- Informing Center staff of late arrival or pick-up, vacation, and illness.
- Informing the Center by 9:00 a.m. if your child will not be present for the day.
- Picking up your child's naptime blanket and pillow on Friday for cleaning and returning it on Monday.
- Checking for notices on Procure Connect each day.
- Correctly signing your child in and out each day.
- Providing the Center with a complete change of clothing for your child.

- Making sure payments are made promptly each Monday and that your balance is current.
- Keeping communication lines between parents and the Center open to avoid problems and misunderstandings concerning your child.
- Complete necessary paperwork updates, including but not limited to:
 - Shot and physical records (Religious Exemption from Immunization Form will not be accepted. For the safety of all the children and families it is important that children be vaccinated according to the recommended schedule.)
 - Food Program Paperwork
 - Any ELC paperwork
- Conducting yourself in all situations, while on campus, in an appropriate, respectful manner. This includes the parking lot. Drivers are expected to drive slowly, yield to pedestrians, and park in marked parking spots only.
- Comply with the policies of TLC.

Failure to meet these responsibilities may result in unenrollment of the child from care. If a parent or other authorized person acts in an inappropriate way towards the children or the staff at Trinity Learning Center, that may result in that person no longer being allowed on campus.

We have the right to refuse enrollment to children or families who have demonstrated disharmony regarding purpose, objectives, standards, policies, rules, and regulations of Trinity Learning Center.

While we want to be as informative as possible, there is no way that this policy can cover every possible situation. The administration of Trinity Learning Center reserves the right to act in each situation in the best interest of the Center.

We encourage you to bring any questions or concerns to the Office Staff. If they are not able to answer the question or concern, they will refer you to the Director. The Director is the final stop for any questions or concerns.

Two Week Notice

If you must dis-enroll your child, a two-week notice is required. If a two-week notice is not given, you will be charged for the two weeks. Notice is given by speaking with Director in the Front Office.

CRISIS MANAGEMENT POLICY

With the belief that if you are prepared, then nothing will happen, we have included our Crisis Management Policy.

EMERGENCY RESPONSE PLAN

This plan defines emergency response operations such as communications plans, student release procedures, general emergency actions, and hazard-specific procedures. This plan will be reviewed by all preschool staff annually.

Attached is an Emergency Plan Site Map which identifies assembly areas, traffic flow information, utilities controls, and potential medical station areas.

EMERGENCY INCIDENT KIT

The Emergency Incident Kit will contain the following items:

- Master Student Roster
- Staff Roster
- Floor Plan
- Master Copy of Enrollment Forms
- First Aid Kit
- Masks
- Gloves
- 5 Gallons of water
- Flashlights
- Towels
- Duct Tape
- Rope
- Tarp
- Blankets
- Barrier Caution tape
- Three high-visibility vests
- Site Plan
- Copy of this Emergency Preparedness Plan

The emergency Incident Kit will be stored in the Director's Supply Closet located in the Director's Office.

EMERGENCY COMMUNICATIONS

When severe weather is predicted the NWS website will be monitored for alerts. If an emergency occurs during preschool hours:

- Do not drive to the school unless it is safe to do so and/or you have been directed by the preschool director to pick up your child.
- It may be difficult to get through to the preschool via telephone because of damage to phone lines or because the preschool or church is trying to contact you via phone tree or phone call.
- Tune to news media for emergency instructions.

In times of emergency, information about the status of schools is communicated through a variety of media. The preschool requests that parents do not call their child's school or the church office in times of emergency as it is important to keep phone lines free for emergency communications. Circumstances may prevent parents from picking up their children or may require that children be picked up at a location other than the preschool facility.

The safety of children and staff is our first priority. Our second priority is the reunification of parents with their children. Parents should check the following sources for information and status reports:

- Procure Connect
- Email

THE BASE PLAN

Pre-incident crisis emergency planning, including emergency management, and medical response planning, is essential in order to prepare for a multitude of hazards that can adversely affect the safety of our school and the health and/or general welfare of students, faculty, staff, and visitors. We will use a multi-hazards approach to emergency planning to mount an effective response when a crisis or critical incident does occur. ***We have developed general operating goals, guidelines, and procedures for a list of critical events and emergencies. Nothing in this plan shall limit the use of experience, good judgment, common sense, discretion, flexibility, and ingenuity to adapt to any type of critical event, emergency, and the complexities which exist under emergency conditions.*** The preschool staff will make every effort to protect the children, however, the church preschool and staff will not be held liable for any injuries or death incurred during an emergency.

The staff of Trinity Learning Center in Lake County will strive to preserve and protect life, reduce emotional trauma, assist in emotional recovery from trauma, minimize personal injury and damage to property, and cooperate with local emergency preparedness agencies.

GOALS

The primary goals of this plan are to:

- Develop effective crisis and security plans that will promote the safety and welfare of students and preschool staff, protect preschool property, and regulate the operation of the preschool during a crisis incident, critical incident, or medical emergency.
- Prepare students and preschool staff to take appropriate actions in response to natural, technological, or preschool specific hazards.
- Provide parents with accessibility to the policies, guidelines and procedures that schools will be utilizing during an emergency.

SCOPE

For purposes of this Emergency Preparedness Plan, preschool crises are organized into two categories: critical incident and medical emergencies.

Critical incidents are events requiring an immediate response by public safety agencies and are managed by the preschool staff only until public safety officials arrive. They are not limited to natural and technological disasters, and security emergencies that adversely affect the normal operation of the preschool. Examples include: tornadoes, hurricanes, flooding, severe thunderstorms/weather incidents, terrorist attacks, fire, hazardous material spills, situations involving a hostage or kidnapping, threats involving weapons, explosions, and fugitive or suspect being pursued near the preschool by law enforcement.

Medical emergencies are those possible life-threatening situations arising from health conditions as well as unintentional injuries. Examples include cardiac arrest, serious illness or condition, seizure, playground accidents, and acts of violence that require emergency medical treatment. Preschool staff and local emergency medical personnel have primary responsibilities in responding to medical emergencies. Acts of violence will also require law enforcement involvement.

A crisis incident, critical incident or medical emergency can vary in scope and intensity. Situations can range from a non-emergency school crisis involving a single student to a life-threatening situation affecting the entire school campus. Incidents and emergencies can occur before, during or after preschool hours; on or off property.

PREPAREDNESS

The Preparedness phase readies our preschool staff to respond in a rapid, coordinated and effective manner to an emergency. Because it is not possible to completely mitigate against every hazard that poses a risk, preparedness measures can help reduce the impact of remaining hazards by trying to take specific actions before an emergency event occurs.

We have developed the following preparedness measures:

- Standardization of preschool-based emergency response and protective procedures for evacuations, lock downs, secure the building, stay put, stay tuned, and shelter in place;
- Fire drill schedules;
- Detailed floor plans, site maps, location of utility cutoffs, and exterior door numbering system;
- Identification of communications protocol to warn and communicate with occupants in church buildings, the community, and local response agencies during an emergency. Possible methods of communication include fire alarm systems, portable radio, public safety radio, telephone, cell phone, call back/intercom system, e-mail, and Center's Facebook page;
- Identification of preschool-based staff trained to render emergency medical aid;
- Debriefing to help analyze how preschool personnel and first responders functioned during an actual emergency which can be used to proactively enhance future plans and procedures.

EVACUATION LOCATIONS

There are two primary types of evacuations utilized by the preschool. One is typical on-site evacuation where students and staff are evacuated from their classrooms or other church buildings to a central safe location in the preschool facility. The most common on-site evacuations would be in response to a tornado warning, an act of violence or a technological hazard.

The second type is an off-site evacuation where staff and students are moved out of the preschool facility to other buildings or locations on the church campus. The most common off-site evacuation is a fire drill where students are directed to leave the building and assemble at a designated site. Another example of an off-site evacuation could occur as a result of a natural disaster in which the preschool building is damaged, and the staff and students would need to relocate to a different building on the church campus. Off-site evacuation locations would be determined by the location of the emergency incident.

After an emergency incident, and once it is deemed safe to pick up the children, parents will be directed by Preschool staff to the Parent Reunion area on campus that had been previously chosen in response to the emergency incident. **Students will only be released to persons who are listed on the student's enrollment form.**

EVACUATION

Purpose: Whenever it is determined that it is safer outside than inside the preschool building (i.e. fire, explosion, hazardous material spill inside, structural failure, etc.)

Preschool Director:

1. Designate someone to call 911, identify the name of school, describe the emergency, state that the preschool is evacuating, and identify the location of the school command post.
2. The Preschool Director and designee will notify teachers directly.
3. Notify the Health Department of the school evacuation, if necessary.
4. Sweep the bathrooms, hallways and common areas for visitors, staff and students while exiting.

Teachers:

1. Take visitor log, student sign out sheet and office cards and/or student files to the assembly area.
2. Teachers gather headcount information and inform the Preschool Director of any missing student(s) or staff.
3. Teachers will instruct students to evacuate the building, using designated routes, and report to their assigned Assembly area.
4. Close your door; turn off your lights.
5. If the exit route is blocked, follow an alternate exit route.
6. Bring your class lists and phone lists.
7. Take attendance. Report any missing students or staff to the Preschool Director.
8. At the assembly area, teachers and students will stay in place until further instructions are given.

REVERSE EVACUATION

Purpose: When conditions are safer inside the building than outside, such as severe weather, community emergency, hazardous material release outside, etc.

Preschool Director:

1. Order a reverse evacuation for students and staff outside to move inside the building. We will use runners.

Teachers:

1. Immediately move back to classrooms or safe areas (if it is safe to do so) using the closest entry.
2. If movement into the building would present a danger to persons outside, teachers and staff outside will direct students to the designated assembly areas.
3. Teachers will take attendance and account for all students. Report any missing students to the Preschool Director.
4. No students or staff is allowed outside the building.
5. Close and lock all exterior doors and windows. Monitor the main entries until the "All Clear" is given.

LOCKDOWN

Purpose: Used when there is a threat of violence or serious incident that could jeopardize the safety of students/staff (i.e. intruder, shooting, hostage incident, civil disturbances, etc.)

Preschool Director:

1. The Preschool Director and/or designee will notify the teachers of lockdown.
2. Designate someone to call 911, identify the name and address of the preschool, describe the emergency, state the school is locking down, provide intruder description and weapon(s) if known, and identify the location of the Preschool Director. Direct staff to stay on the phone to provide updates and additional information.
3. Notify staff and classes outside to immediately move to the on-site assembly area, account for the students, and be prepared to evacuate off-campus to a relocation site, if necessary.
4. Close and lock all the doors.

Teachers:

1. Clear the hallway and bathrooms by your room moving everyone into the classroom.
2. Lock your doors, turn off your lights, and shut your blinds and windows.
3. Move students and staff away from the doors and windows.
4. Have all persons sit down against an interior wall.
5. IF a life-threatening situation exists, exit immediately to a place of safety.
6. Ignore all bells and alarms unless otherwise instructed.
7. Take attendance and be prepared to notify the Preschool Director of missing students or additional students, staff or guests sheltered in your classroom.
8. Allow no one outside of the classroom until the Preschool Director gives the "All Clear" signal.

SHELTER-IN-PLACE

Purpose: Provides a refuge for students, staff and the public inside the school building during an emergency, such as severe weather or hazardous material release outdoors. Shelters are located in areas of the building that maximize the safety of occupants. Shelter-in place is used when evacuation would place people at risk. Shelters may change depending on the emergency.

Preschool Director:

1. The Preschool Director will announce to the teachers to Shelter-in-Place.
2. Order a REVERSE EVACUATION for students and staff outside to move inside the building. Use the cell phones or runners to gather staff and students inside.
3. Direct staff to close all windows and doors.
4. If warranted, order the shut-off of heating, ventilation and air conditioning system to stop the inflow of outside air into the building.
5. Have the Director monitor the NWS website.
6. Be prepared to announce change in status. (Drop, Cover and Hold or All Clear)
7. If necessary, in safe room, place towels along bottom of doors and tape around door.
8. Shut off utilities, if necessary.
9. Turn off ventilation systems (heating, ventilation and air conditioning) as appropriate.

Teachers:

1. Move students into designated safe areas such as inside rooms with no windows, bathrooms, utility closets, and hallways without large windows or doors.
2. Close classroom doors and windows when leaving.
3. Have everyone kneel and be ready to cover their heads to protect from debris.
4. If outside, teachers will direct students into the nearest school building interior safe area or other appropriate shelter.
 - a. For severe weather, if there is no time to get into a building or shelter, attempt to squat or lie low in the nearest (ravine or open ditch) or low spot away from trees and power poles.
 - b. If movement into the building would expose persons to hazardous chemical plume, teachers should move to designated outdoor assembly areas upwind or crosswind from the spill.
5. If necessary, in safe room, help Preschool Director place towels under doors and tape around them.
6. All persons must remain in shelter until notified by the Preschool Director or emergency responders.

DROP, COVER, AND ROLL

Purpose: Drop, Cover and Hold is used when an incident occurs with little or no warning. This action is taken to protect students and staff from flying or falling debris resulting from explosions, structural failures, or severe weather.

1. Inside, teachers will instruct students to duck under their tables and cover their heads with their arms and hands.
2. All students and staff, who have moved to shelter or safe areas in the building in response to severe weather, should kneel against the wall and cover their head with their arms and hands.
3. Outside, teachers will instruct students to drop to the ground, place their heads between their knees and cover their head and eyes with their arms and hands.
4. Instruct everyone to move away from the windows.
5. Teachers should account for their students and report any student missing to the Preschool Director.
6. The Preschool Director may order an evacuation if the situation warrants and it is safe to do so.

OFF-CAMPUS EVACUATION

Purpose: This protocol is used when circumstances require the off-site evacuation and relocation of students and staff to a remote site where students will be accounted for and released to their parents or/and guardians. During emergencies, parent, relatives, and friends often rush to the school incident site to check on the safety of students and staff. The resulting blockage of streets and large number of people can severely hamper response actions by emergency agencies. The most effective way to prevent this chaos is to redirect those concerned individuals to a site that is remote from the school facility and to evacuate students and staff to that site.

Preschool Director:

1. The Preschool Director will advise the teachers of the decision to implement the protocol and begin evacuation procedures.
2. Determine the appropriate pre-designated relocation site and evacuation route. Decide if it is safe for the students/staff to walk to the relocation.
3. Request church staff and/or preschool staff to provide security, along with the evacuation route and for traffic control/security, along with evacuation route and for traffic control/security at the relocation site during Family Reunification.
4. The Preschool Director or designee will announce Off-Campus Evacuation and Family Reunification at a pre-designated relocation site.
5. Direct staff to move students to the relocation site.

Teachers:

1. Take your class roster, phone lists and emergency Go Kit as you exit to the designated assembly area.
2. After evacuating, take roll and account for all students. Report any missing students to the Preschool Director.
3. Maintain control of your class. After receiving the alert for Off Campus Evacuation, guide students to the designated area for movement to the relocation site.
4. Assist in Family Reunification.

FAMILY REUNIFICATION

Purpose: The Family Reunification Protocol is used to ensure a safe and secure means of accounting for students and reuniting parents/guardians with their children whenever the preschool facility or grounds is rendered unsafe and a remote site on church campus is needed.

Preschool Director:

1. The Preschool Director will determine the appropriate pre-designated relocation site and safe evacuation route.
2. The Preschool Director will inform the church staff of the need to relocate and, if possible, have the relocation site information put on the Preschool Facebook page.
3. The Preschool Director or Preschool Assistant Director will be at the relocation site to prepare for the arrival of students.
4. Check identification of all non-uniformed personnel who arrive to assist.
5. Secure a holding area for arriving students and staff away from waiting family members.
6. Set up an adult report area for parents/guardians to sign-in and to check identification.
7. Set up a student release area where students will be escorted to meet their parent/guardian and sign out.
8. Only release student to authorized persons after checking proof of identity and signing a student release form.
9. Instruct parents/guardians to leave the site to make room for others once they have signed out their student.

Teachers:

1. Provide a list of evacuees to the Preschool Director upon arrival.
2. Follow the instructions of the Preschool Director when you arrive. You may be asked to assist in staffing the site.

BOMB THREAT

CALL TAKER: Upon receiving a message that a bomb has been placed in the preschool:

1. Use bomb threat checklist (Page of Emergency Response Plan)
2. Ask where the bomb is located, when the bomb will go off, what materials are in the bomb, who is calling, why the caller is doing this. (See Bomb Threat Checklist)
3. Listen closely to caller's voice and speech patterns and to noises in the background.
4. After hanging up the phone, immediately dial *57 to trace the call.
5. Notify the Preschool Director.

Preschool Director:

1. Preschool Director or designee notifies law enforcement by calling 911.
2. Meet and brief emergency responder agencies outside.

The Preschool Director and law enforcement agency will decide to:

1. Evacuate immediately
2. Search the building and evacuate, if warranted.
3. Notify the Lake County Health Department
4. Ensure staff who received the call complete the Bomb Threat Checklist and given to law enforcement official.
5. Assemble and brief the Search Team members. Assign search areas within the building, the emergency exit routes and the outside assembly areas.
6. If a suspicious item is located, notify law enforcement official, order an EVACUATION selecting routes and assembly areas away from the suspicious item. DO NOT ACTIVATE the fire alarm.
7. Direct students and staff, "DO NOT take personal belongings, coats or backpacks." "Teachers and staff will leave doors open when exiting."
8. Students and staff must be evacuated to a safe distance outside of school building(s) a MINIMUM of 1000 Feet is the general rule. Consult with Fire and Police officials.
9. Arrange for person who found a suspicious item to talk with law enforcement official.
10. No one may re-enter the building until fire or police personnel declare them safe.
11. The Preschool Director will notify staff and students of the termination of the emergency and to resume normal operations.

Teachers and Staff:

1. Teachers and staff will check their classrooms, offices and work areas for suspicious items and report any finding to the Preschool Director or Search Team members.
2. If a suspicious item is found-DO NOT TOUCH IT. Secure the area where the item is located, but do not guard it.
3. Teachers will account for their students and be prepared to evacuate if ordered.
4. Teachers and staff will evacuate using standard procedures and exit routes to assembly area.
5. Teachers will leave classroom doors open when exiting.
6. Teachers take roll after being evacuated. Be prepared to report the names of any missing persons to the Preschool Director.
7. Keep your class together at the assembly area until given further instructions. Be prepared for OFF-SITE Evacuation, if ordered.
8. If given the "All Clear" signal, return to the building and resume normal operations.

FIRE

In the event a fire or smoke from a fire has been detected:

1. Any staff discovering fire or smoke will signal the fire alarm and report the fire to the Preschool Director.
2. The Preschool Director or designee will immediately call 911 to confirm the fire.

3. The Preschool Director will make sure all children and staff has evacuated the building.
4. The Preschool Director will obtain student attendance from teachers and verify there are no missing students.
5. After consulting with the Preschool Director, the Fire Department and law enforcement officials will notify students and staff of termination of the emergency, requests a return to the building and normal operations.

Teachers:

1. Take the class roster, the emergency Go Kit and lead students out of the building to the designated off-site location. Use alternate escape routes if the regular route is blocked or there is a safety hazard.
2. Close the classroom door and turn out the lights upon exiting confirming all students and personnel are out of the classroom.
3. Take attendance at the off-site location after being evacuated. Notify Preschool Director of any missing students, visitors, or teachers.
4. Be prepared to move students if an OFF-CHURCH CAMPUS EVACUATION is ordered.
5. Keep your class together and wait for further instructions.

INTRUDER/HOSTAGE

Intruder-When an unauthorized person enters the school property:

- Notify Preschool Director or Assistant Director.
- Ask another staff person to accompany you before approaching the guest/intruder.
- Politely greet guest/intruder and identify yourself.
- Ask guest/intruder the purpose of his/her visit.
- Inform guest/intruder that all visitors must register at the preschool office.
- If intruder's purpose is not legitimate, ask him/her to leave. Accompany intruder to exit.

If intruder refuses to leave:

- Warn intruder of consequences for staying on preschool property.
- Designate someone to call the police and give a full description of the intruder. (Keep intruder unaware of call for help if possible.)
- Walk away from intruder if he/she indicates a potential for violence. Be aware of intruder's actions at this time (where he/she is located in school, whether he/she is carrying a weapon or package, etc.)
- Maintain visual contact with the intruder from a safe distance.

Hostage Situation:

- If hostage taker is unaware of your presence do not intervene.
- Notify the preschool director.
- The preschool Director or designee will announce LOCKDOWN action.
- The preschool director or designee will call 911 immediately. Give dispatcher details of the situation: description and number on intruders, exact location in the building, and that the school is in LOCKDOWN. Ask assistance from hostage negotiation team.

- Teachers and staff will implement LOCKDOWN procedures upon hearing the alert. If outside, move to safe off-site areas and wait for further instructions.
- Everyone should remain in lockdown until given the “All Clear” or if directed in person by a uniformed law enforcement officer.

If taken hostage:

- Follow instructions of hostage taker.
- Try not to panic. Calm students if they are present.
- Treat the hostage taker as normally as possible.
- Be respectful of the hostage taker.
- Ask permission to speak and do not argue or make suggestions.

SEVERE WEATHER

When a Severe Weather Watch or Warning has been issued in the area near the preschool the following steps will take place.

Severe Weather Watch has been issued:

- Monitor Weather Channel.
- Bring all persons inside the building
- Close blinds
- Review severe weather drill procedures and location of safe areas. Severe weather safe areas are in hallways if it happens quickly or the sanctuary if we have notice.
- Staff will be assigned to monitor entrances and weather conditions.

Severe Weather Warning has been issued in an area near school or severe weather has been spotted near preschool:

- The preschool director will announce evacuation alert.
- The preschool director will direct students and staff to immediately move to the sanctuary, closing classroom doors after exiting.
- Ensure that students are in “drop, cover, and hold” positions under the pews until the danger passes.
- The Preschool Director will direct students and staff outside to EVACUATE into the sanctuary.
- IF outside, students and staff should move to the nearest interior safe area. IF time does not permit, have students get down in the nearest ravine or open ditch or low spot away from trees or power poles.
- Remain in safe area until warning expires or until emergency personnel have issued an all-clear signal.

HAZARDOUS MATERIAL RELEASE

Hazardous material release is an incident involving the discharge or spill of a biological or chemical substance including release of radioactive materials. External hazardous material exposure often results from an accident involving a train or truck carrying hazardous materials or an explosion or spill at an industrial site.

In the case of a Substance Release Outdoors:

- The Preschool Director will immediately announce a SHELTER-IN-PLACE alert and a REVERSE EVACUATION into the building for all students and staff outside the building.
- The Preschool Director or designee will call 911, identify the name/exact location of the school, describe the emergency, state what actions are being taken to safeguard students/staff and remain on the line until told otherwise.
- The Preschool Director will turn off air handling/ventilation systems, close all doors and turn off fans and air conditioners.
- Teachers and staff outside will immediately move into the building using the nearest entrance and proceed to the designated safe areas. If movement into the building would expose persons to hazardous chemical plume, teachers should move to designated outdoor assembly areas upwind or crosswind from the spill.
- The Preschool Director will turn on a radio to monitor information concerning the incident.
- The school will remain in SHELTER-IN-PLACE until the fire official or appropriate agency provides clearance.
- When emergency responders determine it is safe to do so, the Preschool Director will give the all clear signal to staff and students and announce whether school will resume normal activities, dismiss early, or complete a non-emergency evacuation and movement to an off-campus relocation site or parent reunification.

ACTIVE SHOOTER/ARMED INTRUDER

An active shooter or armed assault on campus involves one or more individuals' intent on causing physical harm to students and staff. Intruders may possess a gun, a knife, a bomb, or other harmful device.

Preschool Director:

1. The Preschool Director will direct the Assistant Director or staff member to call 911, give the name and exact location of the school, the nature of the emergency, number and description of intruders (if known), type of weapon(s), area of the school where last seen, and actions taken by the school. Caller will remain on the line to provide updates.
2. The Preschool Director will announce a building-wide LOCKDOWN alert. Direct staff and students outside the building to move immediately to a safe room in the preschool and be prepared to EVACUATE off-campus if necessary.
3. The Preschool Director will direct all preschool and church staff outside to stop pedestrians from entering the preschool grounds.
4. The Preschool Director will assign someone to meet and brief arriving law enforcement officers.
5. The Preschool Director will contact the classrooms via cell phone to check status.

Teachers:

1. Upon first indication of an armed intruder, staff should immediately notify the Preschool Director and go to LOCKDOWN.
2. Clear students from the hallway and bathrooms outside the classroom immediately.
3. Close and lock all doors and windows, pull down the shades and turn off the lights.
4. Tell the students to get down on the floor up against an interior solid wall and remain quiet.
5. Account for all students and report any additional non-class students sheltered in the room and any missing students.
6. Teachers, staff and students will remain in LOCKDOWN until given the "All Clear" by the Preschool Director or a law enforcement officer in uniform.
7. If an intruder enters the classroom, use a pre-determined code to communicate when the office calls for a status check.
8. If any intruder enters and begins shooting, tell the students to get out any way possible, exit the building or run to another location than can be locked.

Recovery:

1. Teachers will EVACUATE the building using the designated exit routes and alternate routes to an assigned Assembly area and take attendance. Notify the Preschool Director of any missing students.
2. The Preschool Director, in consultation with law enforcement officials, will determine when the school can resume normal activities and communicate the information to parents and the public.

(Note: The school is a crime scene and will require a thorough search and processing)

UTILITY LOSS OR FAILURE

Utility failure is the loss or interruption of electrical power, natural gas, water or sewage services to the school. The most common utility failure results from power outages throughout the year. In certain situations, students may need to be relocated until the power is restored.

- Upon notice of loss of utilities, the Preschool Director will initiate appropriate immediate response actions, which may include SHELTER IN PLACE or EVACUATION. The Preschool Director may direct staff to shut off utilities, as deemed necessary.
- The Preschool Director will contact the local utility company and determine the anticipated duration of the outage.
- The Preschool Director will determine whether the school should be closed. If so, parents are to be notified to pick up their children.
- In the event of a gas leak, the Preschool Director will direct staff to call 911, give name and exact location of the school, state the emergency, identify affected area(s) of the building, and announce the school is EVACUATING.
- For gas leaks, the Preschool Director will order an EVACUATION and open windows and doors. DO NOT ACTIVATE THE FIRE ALARM. The Preschool Director will shut off all utilities.

- If evacuating, teachers and staff should follow evacuation procedures, avoiding areas of hazard, assemble at designated assembly area, take attendance and report any missing students to the Preschool Director. Teachers should be prepared to evacuate students off campus to a relocation site for parent reunification, if needed.
- Do not allow anyone to re-enter the building until the facility has been deemed safe.

STRUCTURAL FAILURE

Structural failure of a building may result from an earthquake, underground mine collapse, ground settling, broken water or sewer lines, and faulty construction. The structural failure may be catastrophic with a sudden collapse severely injuring occupants. Some structural failures may cause large cracks in walls or foundations, flooding, and loss of utilities which present a hazard to the safety of students and staff.

Structural failure with collapse or partial collapse:

- Upon the first indication of a structural failure, the Preschool Director may implement DROP, COVER and HOLD, an EVACUATION and an OFF-SITE EVACUATION.
- If the roof, ceiling, or wall collapses, students and staff should immediately DROP, COVER and HOLD, seek shelter under desks and tables, and move away from windows or glass.
- Teachers and staff will aid the injured and evacuate the building moving to their assigned assembly area(s).
- The Preschool Director will initiate an EVACUATION of the building.
- The Preschool Director or designee will call 911, if necessary, identify the name and exact location of the school, state the emergency, describe response actions taken, and remain on the line to provide updates.
- The Preschool Director will turn off utilities and seal off the high-risk area, if necessary.
- The Preschool Director will notify CPR/first aid certified persons in the school building of medical emergencies if necessary. The team will check for injuries and provide appropriate first aid until medical personnel arrive.
- No one will be allowed to re-enter the building until declared safe by emergency management and public safety officials.

Structural failure without collapse

- For structural failure without collapse, the Preschool Director will ensure the affected area is vacated immediately and determine if an evacuation is warranted. The Preschool Director will seal off the affected area and turn off utilities to that area, if necessary.
- The Preschool Director will notify the Lake County Health Department.
- The Preschool Director will confer with emergency management and public safety officials regarding the structural integrity of the building.
- The Pastor will notify the architect and insurance carrier to document and assess the damage.
- The affected areas will not be reopened until the structural integrity of the building is deemed safe.

MEDICAL EMERGENCY

Preschool Staff Response:

1. Quickly assess the situation. Make sure the situation is safe for you to approach. Examples of danger include, but are not limited to: live electric wires, gas leak, building damage, and animal threat.
2. Immediately notify emergency responders by calling 911, if necessary, after assessing the seriousness of the injury or illness.
3. Under life and death circumstances, call or have someone call 911 immediately. Be prepared to provide the school name and address, exact location; describe illness or type of injury, and age of the victim(s).
4. Immediately inform the Preschool Director.
5. Protect yourself against contact with body fluids (blood borne pathogens).
6. Administer appropriate first aid according to your level of training until help arrives.
7. Comfort and reassure the victim. **Do not move the sick or injured unless the scene is unsafe.**
8. If the victim is not breathing or there is no pulse begin CPR.

Preschool Director

1. Direct staff to call 911, if necessary, and provide appropriate information to responders.
2. Send school staff with first responder/first aid training to the scene.
3. Assign a staff member to meet emergency medical service responders and lead them to the injured/sick person.
4. Assign a staff member to remain with the victim if they are transported to the hospital.
5. Notify parent or guardian of the situation, including type of injury or illness, medical care given, and location where the victim has been transported.
6. Ensure student/staff medical information from administrative records is sent to the hospital.
7. Advise faculty and staff of the situation (when appropriate).
8. Follow up with the parents and guardians.

SCHOOL CLOSING

In the event that Trinity Learning Center would have to close, parents will be given a thirty-day notice in order to place their children at another center. TLC will do the following things in the event of the Center closing:

1. Notify parents in writing.
2. Transfer student records to the parent or legal guardian.
3. Maintain incident reports for a minimum of 180 days.
4. Maintain all state documents (i.e. fire drill records, inspection reports, attendance, etc.) for a minimum of 365 days.
5. If records cannot be maintained by the center, then records will be forwarded to the FLOCS office.

We at TLC thank you for making us a part of your extended family. We strive for excellence in all that we do and say. We look forward to working with you and your child(ren). We do not take lightly the awesome responsibility that God has given you as the parent or guardian, and we as your learning center. Together, these children will be ready spiritually, cognitively, socially, emotionally, and physically for school.

I have read and understand that I must comply with the policies of the Trinity Learning Center Parent Handbook. I understand that the handbook cannot cover every situation that might arise. In those situations, I agree to abide by the decisions of the Administration of Trinity Learning Center. I understand that the most up to date handbook is available on the website at trinitycenter.net.

Standard Policies
Hours of Operation
Discipline Policy
Attendance Policy
Enrollment
Vacation
Sick Policy
Rates and Payments
Expulsion Policy

ELC/Subsidized Program
Holidays
Nutrition Policy
Rest Time Policy
Termination of School
Photographing Children
Cell Phone Policy
Children's Items
Emergency Preparedness/Crisis Management Policy

Child's Name

Date

Parent/Guardian Printed Name

Enrollment Date

Parent/Guardian Signature